



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

Board of Supervisors

GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

August 13, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

**GUARDIANS OF LOVE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE
MONITORING REVIEW**

The Out-of-Home Care Management Division (OHCMD) conducted a review of Guardians of Love Foster Family Agency (FFA) in January 2012, at which time the Agency had 146 DCFS placed children in 97 homes.

Guardians of Love FFA has two offices, one located in the Second Supervisorial District and one in San Bernardino County. Both offices provide services to Los Angeles County Department of Children and Family Services (DCFS) foster youth. According to Guardians of Love FFA's program statement, its stated goal is "to provide substitute care for children age 0-17 years of age who are dependents of court. The Agency ensures that children are placed in ethnically matched and culturally appropriate homes in close proximity to the birth parents and that siblings are placed together when at all possible. In addition, the Agency will facilitate family reunification by arranging visitation as ordered by the juvenile court."

For the purpose of this review, 12 children were selected for the review. All 12 children were interviewed and their case files were reviewed. The placed children's overall average length of placement was one month due to the fact that many of the children were placed for less than one week, and the average age was 10. Four certified foster parents' files were reviewed; five discharged children's files were reviewed; and five staff files were reviewed for compliance with Title 22 Regulations and the County contract requirements.

At the time of the review, there were six children who were prescribed psychotropic medication. We reviewed their files to assess timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm that documentation of psychiatric monitoring was maintained as required.

"To Enrich Lives Through Effective and Caring Service"

SCOPE OF REVIEW

The purpose of this review was to assess Guardians of Love FFA's compliance with the County contract and State regulations. The visit included a review of Guardians of Love FFA's program statement, administrative internal policies and procedures, 12 placed children's case files, five discharged files, four certified foster parents files, and five personnel files. Four certified foster homes were visited where foster parents were interviewed to assess the quality of care and supervision provided to the children; and 12 placed children were interviewed to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

During the review, the children interviewed reported feeling safe, being provided with good care and appropriate services, being comfortable in their environment and treated with respect and dignity.

We noted that for the majority of the cases, overall children's progress was well documented and maintained. However, we found deficiencies in the areas of Licensure/Contract Requirements; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; and Personal Needs/Survival and Economic Well-Being.

Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of the files by supervisory staff would appear to eliminate the documentation issues identified.

In conclusion, Guardians of Love FFA was receptive to implementing some systemic changes to improve their compliance with regulatory standards. The Administrator agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following are the notable findings of our review:

- Guardians of Love FFA did not consistently submit Special Incident Reports (SIRs) to OHCMD and appropriate parties. The FFA representatives attended the SIR training conducted by OHCMD in September 2011. They stated that following the review, the foster parents and Agency social workers had been re-trained on SIRs reporting protocol.

- Guardians of Love FFA had one Community Care Licensing (CCL) citation for physical plant deficiency in one certified home. Specifically, it was noted that the heating system did not work, the home was cluttered and no hygiene items and toiletries were found; no window covering in one child's bedroom and a makeshift addition to the home was built. The FFA representative stated the home has been decertified.
- Of the 12 children's files reviewed, one did not show progress toward meeting his NSP goals. The certified foster parent reported that the child was defiant and refused to complete his school assignments. The FFA representative stated that all new Agency social workers received NSP training as part of the FFA orientation and that on-going NSP training is provided to the FFA social work staff. Following the review, an additional intensive NSP training had also been conducted. In addition, the FFA administrator will conduct random reviews of NSPs to ensure compliance. Guardians of Love FFA staff also attended training provided by the OHCMD in January 2012.
- Of the 12 children's files reviewed, three children's initial NSPs were not comprehensive. The children and their foster parents had transferred to Guardians of Love FFA from another FFA; however, their Initial NSPs did not reflect that they had been living in the foster home for a period of time. The FFA representative stated that the FFA will ensure children's NSPs are comprehensive and meet the requirements as per County contract and CCL regulations.
- Of the 12 children's NSPs reviewed, two children's updated NSPs were not developed timely.
- Of the 12 children's NSPs reviewed, four children's updated NSPs were not comprehensive. Specifically, some goals were not specific, measurable and time-limited. Also, some children's behavior problems were not addressed in their NSP goals. Further, we noted that six children did not have permanency goals.

As stated above, the FFA representative stated that the Agency will continually work on improving the quality of the children's NSPs and ensure they meet the NSP requirements as per County contract and CCL regulations.

- Of the 12 children, one child did not regularly attend her classes as required. The child went to school daily; however, documentation of her educational records showed numerous absences and tardies to some classes. The FFA representative stated that the child's foster parent and the FFA social workers are monitoring the child's attendance and are in regular communication with her teacher, and that the child has shown improvements in her attendance.

- Of the 12 children, three children's academic performance did not improve as they did not always complete their class assignments. Further, one child showed numerous absences and tardies, which affected her grades, and another child was defiant with his teacher and did not always utilize the tutoring services provided for him. The FFA representative stated that the FFA social workers and the children's foster parents have provided them with encouragement, assistance and offered/provided them tutoring services, and the FFA will continue providing educational assessment and services needed to address any academic deficiencies.
- Of the 12 children interviewed, 11 reported they were not encouraged or helped in updating a life book or photo album. The FFA representative stated that all placed children were given Life Books at placement, but some had refused to accept them. The FFA representative stated that the FFA social workers and foster parents will encourage the children to maintain a life book.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held April 10, 2012.

In attendance:

Kinikki Fullerwood, Administrator of Guardians of Love FFA and Gladys Hidayat, Monitor, DCFS OHCMD.

Highlights:

The Administrator was in agreement with our findings and recommendations.

Guardians of Love FFA submitted a timely approved written CAP to address each recommendation noted in this compliance report. The CAP is attached.

We will assess for full implementation of the recommendations during our next monitoring review.

Each Supervisor
August 13, 2012
Page 5

If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:RS:KR
EAH:NF:gh

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Kinikki Fullerwood, Administrator, Guardians of Love FFA
Jean Chen, Regional Manager, Community Care Licensing

**GUARDIANS OF LOVE FOSTER FAMILY AGENCY/SENECA FAMILY OF AGENCIES
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

**3756 Santa Rosalia Drive #312/315
Los Angeles, CA 90008
License Number: 197805376**

**1900 Commerce Center East # 209
San Bernardino, CA 92408
License Number: 366408570**

	Contract Compliance Monitoring Review	Findings: January 2012
I	<p><u>Licensure/Contract Requirements</u> (6 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of-Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments 	<ol style="list-style-type: none"> 1. Full Compliance 2. Need Improvement 3. Full Compliance 4. Need Improvement 5. Not Applicable 6. Not Applicable
II	<p><u>Certified Foster Homes</u> (13 Elements)</p> <ol style="list-style-type: none"> 1. Home Study Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI 5. Health Screening Prior to Certification 6. Required Training Prior to Certification 7. Current Certificate of Approval on File Including Capacity 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: DOJ/FBI/CACI/Other Required Documents 13. Transportation 	<p>Full Compliance (ALL)</p>

III	<u>Facility and Environment</u> (8 Elements) <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 7. Disaster Drills Conducted 8. Allowance Logs 	Full Compliance (ALL)
IV	<u>Maintenance of Required Documentation and Service Delivery</u> (11 Elements) <ol style="list-style-type: none"> 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children's Progress Towards Meeting Goals 5. Timely Developed Initial NSPs with Child 6. Timely Comprehensive Initial NSPs with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Developed Updated NSPs with Child 11. Timely Comprehensive Updated NSPs with Child 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Need Improvement 5. Full Compliance 6. Need Improvement 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Need Improvement 11. Need Improvement
V	<u>Education and Workforce Readiness</u> (7 Elements) <ol style="list-style-type: none"> 1. Child Enrolled in School Within Three Days 2. Child Attended School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Child's Participation in YDS/ Equivalent/Vocational Programs 	<ol style="list-style-type: none"> 1. Full Compliance 2. Need Improvement 3. Full Compliance 4. Need Improvement 5. Full Compliance 6. Full Compliance 7. Not Applicable

VI	<u>Health and Medical Needs</u> (6 Elements) <ol style="list-style-type: none"> 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examinations Timely 6. Follow-up Dental Examinations Timely 	Full Compliance (ALL)
VII	<u>Psychotropic Medications</u> (2 Elements) <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (ALL)
VIII	<u>Personal Rights and Social Emotional Well-Being</u> (13 Elements) <ol style="list-style-type: none"> 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls, and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed About Psychotropic Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical and Dental Care 12. Children Participation in At-Home, School, Community Activities 13. Children Participation in Extra-Curricular Activities 	Full Compliance (ALL)

IX	<u>Personal Needs/Survival and Economic Well-Being</u> (8 Elements) <ol style="list-style-type: none"> 1. Clothing Allowance 2. On-going Clothing Inventories of Adequate Quantity 3. On-going Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Need Improvement
X	<u>Discharged Children</u> (3 Elements) <ol style="list-style-type: none"> 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School 	Full Compliance (ALL)
XI	<u>Personnel Records</u> (15 Elements) <ol style="list-style-type: none"> 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health-Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One-Hour Training of Child Abuse Reporting 11. CPR Training Documentation 12. First-Aid Training Documentation 13. On-going Training Documentation 14. Social Workers Appropriate Case Ratio 	Full Compliance (ALL)

**GUARDIANS OF LOVE FOSTER FAMILY AGENCY/SENECA FAMILY OF AGENCIES
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

**3756 Santa Rosalia Drive #312/315
Los Angeles, CA 90008
License Number: 197805376**

**1900 Commerce Center East #209
San Bernardino, CA 92408
License Number: 366408570**

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the January 2012 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review, Guardians of Love FFA was in full compliance with seven of 11 sections of our Contract Compliance review: Certified Family Homes; Facility and Environment; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-being; Discharged Children; and Personnel Records. The following report details the results of our review.

LICENSURE/CONTRACT REQUIREMENTS

Based on our review, Guardians of Love FFA was in full compliance with two of four elements reviewed in the area of Licensure/Contract Requirements. Two elements were not applicable.

We noted that Guardians of Love FFA did not consistently report Special Incident Reports (SIRs) to OHCMD timely. The FFA representative stated that the foster parents and Agency social workers had been re-trained on SIRs reporting protocol.

We also noted that Guardians of Love FFA had one Community Care Licensing (CCL) citation for physical plant deficiencies. Specifically, it was noted that the heating system did not work, the home was cluttered and no hygiene items and toiletries were found; no window covering in one child's bedroom and a makeshift addition to the home was built. The FFA representative stated the home has been decertified.

Recommendation:

Guardians of Love FFA's management shall ensure that:

1. All SIRs are reported to OHCMD and all appropriate parties timely.
2. Compliance with CCL regulations concerning physical plant deficiencies.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of 12 children's case files and/or documentation from the provider, Guardians of Love FFA fully complied with seven of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

For the majority of the cases reviewed, the children's Quarterly reports showed that Guardians of Love FFA provided needed services to the placed children and children's overall progress were well documented and maintained. However, we noted that one child was not progressing toward meeting the NSP goals; three children's initial NSPs were not comprehensive, two children's updated NSPs were not timely and four children's updated NSPs were not comprehensive as their NSPs were not specific, measurable and time limited.

The FFA representative stated that new Agency social workers had received NSP training as part of the FFA orientation and that on-going NSP training is provided to all social worker staff to keep them abreast of any updates, changes or modifications. Further, an additional intensive NSP training addressing the deficiencies noted during the monitoring review was also conducted on May 9, 2012. In addition, to ensure compliance, the FFA Administrator will conduct random reviews of NSPs to ensure that social worker supervisors are proficiently reviewing all NSPs. It was also noted that Guardians of Love FFA representatives attended the NSP training conducted by OHCMD in January 2012.

Recommendations:

Guardians of Love FFA's management shall ensure that:

3. Children's initial NSPs are comprehensive.
4. Children's NSPs progress is monitored closely and necessary supports are given to assist them in meeting their NSP goals.
5. Children's updated NSPs are timely.
6. Children's updated NSPs are comprehensive, including child specific, measurable, and time-framed goals.

EDUCATION AND WORKFORCE READINESS

Based on our review of 12 children's files and/or documentation from the provider, Guardians of Love FFA fully complied with four of six elements reviewed in the area of Education and Workforce Readiness. One element was not applicable.

We noted that one child did not always attend her classes as required. Although the child went to school daily, she showed numerous absences and tardies to some classes. Further, three children's academic performance had not improved due to refusing to complete their

assignments and cooperate with school rules. The FFA representative stated that the FFA social workers and the child's foster parents have provided encouragement, assistance and offered/provided tutoring services to no avail. The FFA will continue providing educational assessment and services needed to address any academic deficiencies.

Guardians of Love FFA's management shall ensure that:

7. School-aged children's school attendance is monitored closely.
8. School-aged children's educational progress is monitored closely and necessary educational services/supports are provided.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of 12 children's files and/or documentation from the provider, Guardians of Love FFA fully complied with eight of nine elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

We noted that 11 children reported they were not encouraged or helped in updating a Life Book or photo album. The FFA Administrator stated that at the time of placement, each child was given a Life Book; however, many of the children refused to accept it. The FFA representative stated that the FFA social workers and foster parents will be re-trained on encouraging placed children to develop and maintain Life Books in June 2012.

Recommendation:

Guardians of Love FFA's management shall ensure that:

9. All children are encouraged and assisted in creating and updating photo albums/Life Books.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S COMPLIANCE REPORT

The Auditor-Controller's (A-C) last compliance review was issued on May 12, 2011.

Objective

Determine the status of the recommendations reported in the prior A-C's compliance review.

Verification

We verified whether the outstanding recommendations from the A-C's last compliance review dated May 12, 2011 were implemented.

Results

The A-C's prior compliance report contained 17 outstanding recommendations. Guardians of Love FFA management was to ensure staff adequately monitor foster homes to ensure they comply with the County contract and CDSS Title 22 regulations; foster homes were well-maintained in accordance with the County contract and CDSS Title 22 regulations; the releases on window safety bars were operable and foster homes had operable smoke detectors in the hallways leading to the children's bedrooms; foster homes had a written disaster plan and a posted list of emergency contacts; foster parent certification files contained all the required information including documentation of a pre-certification health screening and tuberculosis test; children and the DCFS social workers were informed of the Agency's policies and procedures; children were visited weekly by Guardians of Love social workers during the first three months of placement; Special Incident Reports were prepared when required; children's initial dental examinations were conducted within the required timeframe; and that children taking psychotropic medication had a current court authorization for the administration of the medication and were seen monthly by the prescribing physician; NSPs were approved by the DCFS social workers and that children and foster parents were offered the opportunity to participate in the development of the NSPs; Quarterly reports were prepared timely and contained the date they were sent to the DCFS social workers; termination reports included a closing summary of the Agency's records related to the child's placement; Guardians of Love management ensure that staff working on the County contract possessed the education required by CDSS Title 22 regulations; Guardians of Love management fully implemented the outstanding recommendations from the February 28, 2007 monitoring report. Out of the 17 findings in the A-C's May 12, 2011 report, eight were noted in the February 28, 2007 findings.

Based on our follow-up of these recommendations, Guardians of Love FFA fully implemented all 17 outstanding recommendations from the A-C's May 12, 2011 report.

Recommendation:

N/A

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Guardians of Love FFA has not been posted by the A-C.

3756 Santa Rosalia Drive, Suite 305
Los Angeles, California 90008
Office: 323-295-6030
Fax: 323-295-6310



1906 Commercenter, East 205
San Bernardino, California 92408
Office: 909-383-5088
Fax: 909-383-5090

CORRECTIVE ACTION PLAN

REQUESTING AGENCY:	OUT OF HOME CARE MANAGEMENT DIVISION
AUDIT YEAR:	2011
CAP DUE DATE:	MAY 20, 2012
CAP SUBMITTED TO:	NESTOR FIGUEROA, OUT OF HOME CARE MANAGER
CAP SUBMITTED BY:	KINIKKI FULLERWOOD, ADMINISTRATOR

OVERVIEW

Guardians of Love, FFA (GOLFFA) has been providing foster care services since 1997. It is and has always been our desire to provide comprehensive services to all the children that we serve, while concurrently adhering to all the contractual requirements specified in our Department of Children and Family Services contract and CDSS Title 22 regulations.

During the performance evaluation monitoring conducted January 31, 2012 – February 23, 2012 by OHCMD Monitor, [REDACTED] deficiencies were noted that required correction. The following Corrective Action Plan details the deficiencies in their entirety and provides GOLFFA's Plan of Action which will ensure that all corrective actions are adhered to. The Administrator, Kinikki Fullerwood will be responsible for creating the CAP and ensuring its implementation. The Supervising Foster Care Social Workers, [REDACTED] and [REDACTED] will provide oversight to ensure ongoing compliance of items addressed within this Corrective Action Plan. While most corrective actions were implemented immediately, GOLFFA will fully implement the Corrective Action Plan no later than June 25, 2012.

DEFICIENCIES:

I. LICENSURE/CONTRACT REQUIREMENTS

OHCMD FINDINGS:

- GOLFFA received a CCL citation due to physical plant deficiencies in one of the certified homes.

One certified home was identified to have physical plant deficiencies by Community Care Licensing. Once the deficiencies were brought to the attention of the agency the deficiencies were addressed immediately and supporting documentation was sent to Community Care Licensing. The Plan of Correction was approved and deficiencies were cleared.

- GOLFFA did not always submit timely Special Incident Reports (SIRs) timely.

GOLFFA continuously stresses the importance of SIR reporting to our agency staff and certified parents. As a result, we have made significant progress in this area. Most recently, GOLFFA re-trained our SFCSWs/FCSWs on May 9, 2012. GOLFFA also re-trained our certified parents on March 20, 2012. The training included examples of reportable incidents and the time frames in which a special incident report should be completed and sent to the required entities.

GOLFFA will continue to re-iterate the importance of SIR reporting during our certified parent and staff trainings.

II. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

OHCMD FINDINGS:

NEEDS AND SERVICES PLAN RELATED

- One child was not progressing towards meeting the NSP goals as the child continued displaying behavior problems at school.
- Two children's updated NSP's were not timely.
- Four children's updated NSP's were not comprehensive as some children's needs and problem behaviors were not addressed in child's NSP's.
- Children's goals were not specific, measurable and time limited.
- Six Children did not have permanency goals.
- Initial NSPs of children, whom along with their respective parents had transferred to GOLFFA from another FFA, were not comprehensive although the children have resided in the home for a period of time.

Guardians of Love trains all new foster care social workers with an internal NSP training that incorporates the guidelines of the agency, DCFS and CCL during each employee's orientation training. Regular, on-going NSP training is also provided to keep foster care social workers and supervising foster care social workers abreast of any updates, changes or modifications.

On May 9, 2012 GOLFFA conducted an NSP training that focused on client services offered, comprehensive reporting, utilization of the SMART goal format, permanency goals and timely submission to specifically address the deficiencies noted during our monitoring review. It was also clarified to agency staff that permanency goals were required regardless of knowing the child's official permanency plan or if there was no biological family participation.

To ensure compliance, the program administrator will conduct random reviews of NSPs to guarantee that the SFCSWs are proficiently reviewing all Needs and Services Plans.

Guardians of Love, FFA works very diligently to provide comprehensive NSPs. It is Guardians of Love, FFA's intent to ensure that all minor's Needs and Services Plans are inclusive and depict the complete picture of the minor's current status and goals in accordance with our DCFS contract, Community Care Licensing Title 22 Regulations and our Guardians of Love FFA Program Statement. It is important to note that during the monitoring review over 48 NSPs were reviewed. We feel a sense of pride in the improvements we have made thus far and will use the findings noted to continuously improve the comprehensiveness of our Needs and Services Plans.

III. EDUCATION AND WORKFORCE READINESS

OHCMD FINDINGS:

- **No academic improvement on three children's Needs and Services Plans.**

All three children were offered and were utilizing tutoring services. Certified parents and foster care social workers also offered encouragement and assistance. GOLFFA will continue to identify the academic needs of children placed within our agency and will make the appropriate referrals to provide the resources (tutoring, therapy, structure, encouragement, etc) needed to address any academic deficiencies.

IV. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

OHCMD FINDINGS:


- **Children were not encouraged or assisted in creating and maintaining their photo albums/life books.**

In accordance with GOLFFA's Foster Family Agency Foster Care Services Contract (Statement of Work: Section 3.7.16) all children will be encouraged to maintain a life book by their foster care social worker and their certified parent. In the event that a minor does not want to create/maintain a life book, GOLFFA will document the foster care social worker's and/or certified parent's attempt and the minor's subsequent denial of a life book in the minor's client file.

Prepared By: _____


Kinikki Fullerwood
Administrator

Date: _____

 20, 2012